

| | FCC Requirement | FCC CapTel Declaratory Ruling (FCC 03-190) | Sprint's Commitment |
|--------------|--|--|--|
| § 64.604 C.1 | <p>Consumer Complaint Logs</p> <p>States must maintain a log of complaints including all complaints about TRS to include minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution.</p> <p>States & TRS providers shall submit to the FCC by July 1 of each year, summaries of logs indicating the number of complaints received for the 12-month period ending May 31.</p> | Requirement applies. | <p>Sprint CapTel maintains a log of all complaints. The log includes all of the required fields including the date, the nature, the date of resolution, and the explanation of resolution.</p> <p>Sprint CapTel provides summaries of the logs, which indicate the number of complaints received for a 12-month period ending May 31st.</p> |
| § 64.604 C.2 | <p>Contact Persons</p> <p>States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.</p> | Requirement applies. | Sprint CapTel provides full support, including a primary point-of-contact, to contract administrators to meet FCC requirements. |
| § 64.604 C.3 | <p>Public Access to Info</p> <p>Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, in phone directories, DA services, & incorporation of TTY numbers in phone directories, shall assure that callers are aware of all forms of TRS.</p> <p>Carriers conduct ongoing education and outreach programs to publicize availability of TRS access.</p> | Requirement applies. | Sprint follows all FCC requirements for public access to information and publishes in directories, brochures and billing inserts, instructions for TRS including 711 access in phone directories, DA services and the incorporation of TTY numbers in phone directories to assure that callers are aware of all forms of TRS. |

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| <p>§ 64.604 C.4</p> | <p>Rates</p> <p>TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.</p> | <p>Requirement applies.</p> <p>CapTel users pay rates no greater than the rates paid for functionally equivalent voice communication services.</p> |
| <p>§ 64.604 C.5</p> | <p>Jurisdictional Separation of Costs</p> <p>(i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regulations.</p> <p>(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.</p> <p>(iii) Telecommunications Relay Services Fund. To be administered by the National Exchange Carrier Association, Inc. (NECA).</p> | <p>Requirement applies.</p> <p>(i) Sprint follows FCC requirements in the jurisdictional separation of costs.</p> <p>(ii) Interstate CapTel is recovered from all subscribers of interstate services.</p> <p>(iii) Sprint works with NECA for reimbursement of interstate minutes.</p> |

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| § 64.604 C.6 | <p>Complaints</p> <p>(i) Referral of complaint.</p> <p>(ii) Intrastate complaint resolution.</p> <p>(iii) Jurisdiction of Commission.</p> <p>(iv) Interstate complaint resolution.</p> <p>(v) Complaint Procedures</p> | Requirement applies. | The Sprint CapTel Customer Contact process is fully compliant with all FCC Requirements. |
| § 64.604 C.7 | <p>Treatment of TRS Customer Info</p> <p>Future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.</p> | Requirement applies. | Sprint transfers CapTel customer data to incoming CapTel vendors. Customer information that is normally contained in a TRS profile is not required for CapTel as the CA is anonymous to the call and the CapTel user talks directly to the called party. The data is provided in usable form at least 60 days prior to the last day of service and is not sold, distributed, shared or revealed in any other way by Sprint, or Sprint employees unless Sprint is compelled by legal process to provide such information. |
| § 64.605 | <p>State Certification</p> <p>Per FCC's Public Notice on TRS State Re-certification released 2/1/02, the FCC requests an application be submitted through state's office of the Governor or other delegated executive office empowered to provide TRS.</p> | Requirement applies. | Sprint provides each Sprint TRS state a re-certification packet and assists in the re-certification process. |

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| Availability of SS7 Technology to TRS Facilities | Concluded that if a TRS provider is able to transmit any calling party identifying information to the network, it must provide Caller ID service. | Requirement applies. | Sprint CapTel will have the capability to transmit the 10-digit number and will recognize the ID blocking indicators. Sprint CapTel will deliver the SS7 technology on February 1, 2004. |
| Types of Calls | Two-Line VCO Two-Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY VCO-to-VCO | Minimum standards pertaining to HCO are waived. VCO requirements still apply. | Sprint CapTel supports the VCO calling combinations. |
| Handling of Emergency Calls | Concluded that TRS providers must use a system for incoming emergency TRS calls; that at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point. | Requirement applies. | CapTel user dials 9-1-1. Sprint will route the call directly to the most appropriate PSAP. |
| Answering Machine Retrieval | Concluded that the answering machine and voicemail retrieval are TRS features that must be provided to TRS users. Answering machine retrieval through TRS is accomplished when the recipient of the message, the TRS user, calls the TRS facility and has the CA listen to the voice messages. | The requirement was not addressed in the Declaratory Ruling. | Answering machine and voicemail retrieval is provided by CapTel. Answering machine retrieval through CapTel is accomplished when the CapTel facility caption the voice message to the CapTel users. |

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| Call Release | <p>Concluded that call release is required under FCC's functional equivalency mandate.</p> <p>Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the conversation. The feature allows CA to sign-off or be "released" from the telephone line without triggering a disconnection between two TTY users, after the CA connects the originating TTY caller to the called party's TTY through e.g. a business switchboard.</p> | Waived. (152) | |
| Speed Dialing | <p>Concluded that speed dialing feature is required under FCC's equivalency mandate.</p> <p>Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.</p> | The requirement was not addressed in the Declaratory ruling. | CapTel telephones have the Speed Dial feature. |

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| <p>Three-way Calling</p> | <p>Concluded that three-way calling is required under FCC's functional equivalency mandate but did not specifically mandate the way such functionality had to be provided.</p> <p>The FCC's order imposing such requirement stated that "generally" three-way calling can be provided "in one of two ways." One way is for the TRS consumer to request that the CA set up the call with two other parties.</p> <p>The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.</p> | <p>The requirement was not addressed in the Declaratory Ruling.</p> <p>Sprint CapTel users will be able to participate a three way call. Although the person using the captioned phone is unable to establish the three-way call, the called party will be able to do so by utilizing telephone switch hook (or "flash") button on his or her CPE. Thus, Sprint CapTel meets the requirement for three-way calling. (For One-Line CapTel.) For Two-Line CapTel either party can initiate a 3 way call should the user purchased this as a LEC option.</p> <p>Sprint CapTel users will be able to participate in a conference bridge to speak to three or more individuals.</p> |

Appendix L: Sprint's Report to the FCC on VRS and IP Waivers

FCC Internet and Video Relay Service Annual Progress Report April 16, 2007

| Waivers | IP Regulatory Status | IP Current Technology Issue/Limitations | Progress and Steps Taken to Meet the Requirement | VRS Regulatory Status | VRS Current Technology Issue/Limitations | Progress and Steps Taken to Meet the requirement |
|-------------------|-----------------------|---|--|---|--|---|
| 1. STS | Waived through 1/1/08 | STS is not possible over the internet. Voice over IP (VoIP) **REQUIRES** Quality of Service. QoS means that all the associated data packets arrive in one contiguous stream and in order. In the "internet" world, there are many segments owned by multiple providers using dis-similar routers. Some support QoS, some do not. There is, at this time, no universal, cooperative methodology to address the internet deficiencies. | In research and development stage. Sprint is investigating and evaluating several VoIP to determine acceptable QoS levels to support STS calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally. | Waived Indefinitely; No report required | NA | NA |
| 2. Spanish Relay | NA | NA | NA | Compensable but non-mandated service. | NA | Sprint provides ASL to Spanish Video Relay Service. |
| 3. Types of Calls | NA | NA | NA | Waived through 1/1/08 | Voice over IP(VoIP) requires Quality of Service. QoS means that all the associated | We are currently providing two-line VCO and HCO controlled at |

| Waivers | IP Regulatory Status | IP Current Technology Issue/Limitations | Progress and Steps Taken to Meet the Requirement | VRS Regulatory Status | VRS Current Technology Issue/Limitations | Progress and Steps Taken to Meet the requirement |
|----------------------------|-----------------------|---|---|-----------------------|---|--|
| | | | | | <p>data packets arrive in one contiguous stream and in order.</p> <p>In the "internet" world, there are many segments owned by multiple providers using dis-similar routers. Some support QoS, some do not. The internet cannot be controlled by any single user. There is, at this time, no universal, cooperative methodology to address the internet deficiencies.</p> <p>Sprint offers alternatives VCO and HCO solution by using second line (analog line) where the Video Interpreter asks for a second number to call back using three-way call feature. The procedure is similar to two-line VCO or HCO call.</p> | <p>the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line VCO and HCO began in 2005. This is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment.</p> |
| 4. Emergency Call Handling | Waived through 1/1/08 | Internet Protocol network (IP network) does not support the Automated | Sprint implemented a "manual" (directory assistance | Waived through 1/1/07 | Internet Protocol network (IP network) does not support the Automated | No additional information to submit beyond our recent |

| Waivers | IP Regulatory Status | IP Current Technology Issue/Limitations | Progress and Steps Taken to Meet the Requirement | VRS Regulatory Status | VRS Current Technology Issue/Limitations | Progress and Steps Taken to Meet the requirement |
|--|---|---|---|--|---|--|
| | | Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP. | lookup) process for 911 calls through Internet Relay. The technical challenge remains of tying an exact location to an IP address. No additional development has been made that would allow Internet Relay users to place 911 calls through Internet Relay. | | Number Identification information for Internet or Video Relay Services. Without automated knowledge of the originated location of the call, Sprint is not in position to transfer 911 calls to an appropriate PSAP. | submission to the FCC. Current options may restrict interoperability. An Emergency database is still in use today for subscribers who choose to register a profile; however, agents must verify the location of the caller, as the caller may not be at the same physical location as the profile indicates. |
| 5. Speed of Answer | NA | NA | NA | 1/1/07- 80% of all calls within 120 seconds (monthly). | Sprint is exceeding the 80/120 service level requirement that went into effect January 1, 2007. | Sprint will continue to meet the requirement measured on a monthly basis. |
| 6. Equal Access to Interexchange Carrier | Waived Indefinitely; No report required | NA | NA | Waived through 1/1/08 | The IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and without an ANI to charge back for tolls calls, Sprint cannot support equal access to | The technical challenge remains of tying an exact location to an IP address for VRS users. However, the very nature of the internet makes billing for toll calls obsolete. |

| Waivers | IP Regulatory Status | IP Current Technology Issue/Limitations | Progress and Steps Taken to Meet the Requirement | VRS Regulatory Status | VRS Current Technology Issue/Limitations | Progress and Steps Taken to Meet the requirement |
|--------------------------------------|-----------------------|---|---|-----------------------|---|---|
| | | | | | interexchange carrier features for Video Relay Service. | |
| 7. Pay-per-call (900) Service | Waived through 1/1/08 | IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls. | The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Internet Relay end users to be billed for pay-per-call services. | Waived through 1/1/08 | IP network does not support ANI and end-user billing mechanisms. Without automated knowledge of ANI location, and no ANI to charge back for a pay-per-service call, Sprint is not processing 900 calls. | The technical challenge remains of tying an exact location and billing of pay-per-call. No additional development has been made that would allow Video Relay end users to be billed for pay-per-call services. |
| 8. Voice Carry Over (VCO) (one-line) | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Voice carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally. | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint is currently providing two-line VCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line VCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband |

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|--|-----------------------|--|---|-----------------------|--|---|
| | | | | | | connection at end user equipment. |
| 9. Hearing Carry Over (HCO) (one-line) | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint is investigating and evaluating several VoIP alternatives to determine acceptable QoS levels to support Hearing carry-over calls. Sprint is also investigating LAN/WAN systems where QoS can be controlled internally. | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint is currently providing two-line HCO controlled at the agent position using IP or ISDN inbound from Video user and outbound POT S to Video User and outbound POTS to Voice user. One line HCO, released in 2005, is limited to certain types of end user appliances that allow voice access through the broadband connection at end user equipment. |
| 10. VCO – to - TTY | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video |

| Waivers | IP Regulatory Status | IP Current Technology Issue/Limitations | Progress and Steps Taken to Meet the Requirement | VRS Regulatory Status | VRS Current Technology Issue/Limitations | Progress and Steps Taken to Meet the requirement |
|--------------------|-----------------------|--|---|-----------------------|--|---|
| | | | baudot protocols are not compatible. | | | because. the videoconferencing via internet or ISDN protocols are not compatible. |
| 11. HCO - to - TTY | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible. | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible. |
| 12. VCO - to - VCO | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and baudot protocols are not | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or |

| Waivers | IP Regulatory Status | IP Current Technology Issue/Limitations | Progress and Steps Taken to Meet the Requirement | VRS Regulatory Status | VRS Current Technology Issue/Limitations | Progress and Steps Taken to Meet the requirement |
|--------------------|-----------------------|---|--|-----------------------|--|---|
| | | | compatible. | | | ISDN protocols are not compatible. |
| 13. HCO - to - HCO | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communication between internet and baudot protocols are not compatible. | Waived through 1/1/08 | As explained in number three above, voice quality over the internet is not universally effective at this time. | Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible. |
| 14. Call Release | Waived through 1/1/08 | An Internet Relay caller utilizes IP data to place an inbound call. The Call operator connects the outbound dialing voice call utilizing Signaling System 7 (SS7). Since these two types of calls are not compatible, the call release feature is not technically feasible. | It is not technically feasible at this time to provide call release features with Internet Relay calls. However, Sprint will continue to investigate new developments to allow Internet Relay customers to use this feature. | Waived through 1/1/08 | A VRS customer utilizes a video connection to make an inbound call. The VRS operator utilizes a voice channel (SS7) to make an outbound dial. Because the two types of calls are not compatible, the call release feature is not technically feasible. Also, in the VRS environment, we are currently unable to remove the Video Interpreter | It is not technically feasible at this time to provide call release features with Video Relay calls. However, Sprint will continue to investigate new developments to allow Video Relay customers to use this feature. |

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|-------------------|-----------------------|---|---|-----------------------|--|---|
| | | | | | agent from the middle of the call when the inbound video caller reaches an outbound customer who also has video capability. | |
| 15. 3-way Calling | Waived through 1/1/08 | The current Internet Relay call environment does not support the capability to perform three-way calling initiated call from agent via Sprint IP. | It is possible for the customer to initiate a three-way call if he/she has conference calling capability. In this case, the operator does not need to perform the three-way calling function. However, the limitation is that Sprint's Internet Relay Service will handle only one TTY user (and unlimited number of voice users) when using three-way calling via relay service. It is possible to have 2-Line VCO via Sprint IP using user-initiated three-way calling. | Waived through 1/1/08 | At this time, it is not technically feasible to provide a 3-way Video Relay call. Customers using VRS do not have the web-enabled ability to initiate 3-way video calls because of the limitations of end user equipment. Features of customer premise equipment are not under the control of the VRS provider, and therefore the VRS provider cannot control the establishment of a three-way call. | The voice customer is currently able to use the LEC-provided three-way calling feature. One or two of the three legs of the call can be engaged as they would without VRS being a part of the call. VRS is transparent to this process. The VRS agent who receives an inbound video connection has the ability to out dial to multiple voice parties to create a three-way call of which two parts are voice and one part is video. The VRS agent platform is however, unable to support a three way call |

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|-------------------|-----------------------|--|---|-----------------------|--|--|
| | | | | | | between two video customers and one voice user at this time. |
| 16. Speed Dialing | Waived through 1/1/08 | Sprint's current Speed Dial system is supported by ANI driven customer profile. Without being able to identify the customer's ANI, Sprint is not able to access the preferred speed dial list. | Customers can maintain their own speed dial list on their computer and paste the phone number on the web prior to the call. The phone number will be pre-populated to agent's dialing window for efficient call processing. | Waived through 1/1/08 | This service is currently available for VRS customers who choose to use our webcam based product. They can create a speed dial list online and greatly improve the efficiency and connect time with the outbound party through the Video Interpreter. Individuals using TV-based videophones do not have this web enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform. | Individuals using TV-based videophones do not have this web-enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform. |

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| 17. Providing Service 24/7 | NA | NA | NA | NA | NA | NA |

Appendix M: Sprint Relay Fact Sheet

Sprint Relay

www.sprintrelay.com

Sprint is the leading provider of relay services in the United States so that those who are deaf and hard of hearing can have anytime, anywhere communications. With 16 years of experience in providing Telecommunications Relay Services (TRS), Sprint is the relay service provider for 31 states plus the Commonwealth of Puerto Rico, New Zealand and the federal government. Sprint has been awarded the following state TRS contracts:

| | | | |
|-------------|---------------|----------------|------------|
| Alabama | Indiana | New Mexico | Texas |
| Alaska | Illinois | New York | Utah |
| Arkansas | Massachusetts | North Carolina | Vermont |
| California | Minnesota | North Dakota | Washington |
| Colorado | Mississippi | Ohio | |
| Connecticut | Missouri | Oklahoma | |
| Delaware | Nevada | Oregon | |
| Florida | New Hampshire | South Carolina | |
| Hawaii | New Jersey | South Dakota | |

TRS enables standard voice telephone users to talk to people who are Deaf, Hard of Hearing or Speech-disabled on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico and all of the U.S. territories. Sprint Relay's experience in the field provides the assurance that all services delivered will meet or exceed Federal Communications Commission mandates for TRS.

Sprint Relay Services

Traditional relay services involve a relay operator serving as an intermediary for phone calls between a deaf, hard of hearing and speech-disabled user and a hearing party. The TRS operator speaks words typed by a deaf user on a text telephone (TTY) or via the Internet and relays the hearing person's spoken response by typing back to the deaf user.

Emerging Technology:

Under the Americans with Disabilities, all telephone companies are required to pay a percentage of the money that they collect from their subscribers into a national telecommunications relay services fund. This interstate fund is administered by NECA (National Exchange Carriers Association).

Currently, two technologies are funded through NECA – video and Internet relay services. There is strong competition in the TRS industry due to the fact that no state contract is required in any state to process calls through the Internet.

Video relay services (VRS) provides American Sign Language (ASL) users with an attractive alternative that offers them the opportunity to communicate by video conferencing using ASL their native language, which may be preferred over the traditional TTY relay service. VRS requires users to have a personal computer or television monitor, a Web camera or videophone and high-

speed Internet connectivity such as cable and DSL. Sprint Video Relay, powered by CSD (Communication Services for the Deaf), is a free service through the Internet that enables the deaf or hard of hearing user to communicate in ASL to a hearing or standard telephone user. Sprint Relay and CSD launched the first nationwide Video Relay Service in May 2002. To connect with a video interpreter, visit www.sprintvrs.com.

Sprint IP Relay is also a free service that combines TRS with the ease and ubiquity of the Internet, allowing users to make calls from any PC or selected Web-enabled Internet wireless devices without having to use traditional TTY equipment. Sprint IP Relay users also have the flexibility of using AOL Instant Messenger to access Sprint IP Relay. To connect using a website, go to www.sprintip.com. To connect using AOL Instant Messenger, send a 10-digit number to the screen name **SprintIP**. Both access methods will connect the caller to an experience Sprint Relay operator.

Sprint IP Wireless Relay is a new service that allows customers who are deaf, hard-of-hearing or who have a speech disability to use wireless relay services on a select number of wireless devices:

- 1) BlackBerry phones (with an operating system 4.0 or higher). Customers can use this service to communicate with any standard or mobile telephone user in the United States via a free downloadable application at www.sprintrelay.com/download/. Users simply select a contact from their address book or enter a phone number with accompanying text instructions to a Sprint IP Relay Operator.
- 2) PPC6700 devices – To download the free Sprint IP Wireless application, go to: www.sprintrelay.com/download/treo.

Sprint IP Wireless allows users to have the mobility to make a relay call when they need to without a TTY or computer and can be assured the connection is with an experienced Sprint Relay operator.

CapTelSM (Captioned Telephone) relay service is a leading-edge technology developed by Ultratec, Inc. of Madison, Wis., that allows people to receive both voice and text captioning, nearly simultaneously. A special, *CapTel*-equipped phone is required in order to place a call through the *CapTel* relay service. The *CapTel* phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference – captions are provided live for every call. The captions are displayed on the *CapTel* phone's built-in screen so the user can read the words while listening to the voice of the other party. For more information on CapTel, visit www.captionedtelephone.com.

Relay Conference CaptioningSM, developed by Caption Colorado, combines real-time captioning and standard relay service to provide relay conference captioning calls for deaf and hard-of-hearing individuals (in participating Sprint Relay state programs). By using an Internet Text Streaming platform supported by skilled captionists, RCC provides highly accurate real-time captioned text for any live conference call.

For more information, please visit www.sprintrelay.com

Appendix N: Copy of TSP Press Release

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General Press Release

Sprint Completes Voluntary Telecommunications Services Priority Program Enrollment for Relay Network

OVERLAND PARK, Kan. – November xx, 2005 – Sprint (NYSE: S) today announces that it has completed the final milestone in enrolling Sprint's telecommunications relay service (TRS) in the FCC's Telecommunications Service Priority (TSP) Program. Sprint TRS, communications services available for individuals who are deaf, hard of hearing or have a speech disability, is comprised of a network of call centers geographically disbursed throughout the United States.

Effective October 31, 2005, all 14 Sprint Relay call centers were successfully activated under the TSP Program. Unlike other TRS providers, Sprint's TRS network is designed to reroute traffic to other Sprint Relay centers across the country to continue uninterrupted service with minimal customer impact.

"In less than five months, we were able to complete the implementation of the FCC's TSP program," said Mike Ligas, director of Sprint Relay. "Sprint is dedicated to providing effective communications services for individuals who are deaf or hard of hearing and we recognized the urgency to ensure reliable communications during emergency situations."

In 1988, TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

Sprint Relay Portfolio of Services

Sprint has 15 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or who have a speech disability to communicate with hearing persons on the phone. Sprint offers relay services through an intelligent platform to the federal government, 30 states, the Commonwealth of Puerto Rico and New Zealand. Sprint's experience in the field provides the assurance that all Sprint Relay services will meet or exceed Federal Communications Commission requirements for telecommunications relay services (TRS). Relay service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

Sprint Government Systems Division (www.sprint.com/government) is based in Reston, Va., and offers the full range of Sprint product and service offerings for federal and state government customers.

About Sprint Nextel

Sprint Nextel offers a comprehensive range of wireless and wireline communications services to consumer, business and government customers. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks offering industry leading mobile data services; instant national and international walkie-talkie capabilities; and an award-winning and global Tier 1 Internet backbone. For more information, visit www.sprint.com.

Appendix O: TRS Information in Telephone Directories

Helpful Telephone Information

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Directory Assistance

For Numbers Outside Your Local Calling Area:
1-Area Code-555-1212
For Toll Free 800, 855, 866, 877, 888 Numbers:
800-555-1212

For Local Numbers: 411
If further assistance is needed,
call "0" for a Telephone Operator
(Additional Charge May Apply)

Federal Do-Not-Call Lists

The consumer can register by dialing 1-888-382-1222
or register on-line at www.donotcall.gov

For Information On How To Advertise In This
Directory Call 1-800-YB-YELLOW
(800-929-3556)

Current Advertisers

Call 1-888-789-9103 if you have questions concerning your current
Yellow Book advertising program.

To Order A Directory

Call 1-888-789-9103 to order additional directories.

Change A Business Or Residential Listing

To change a business or residential listing in either the white or yellow
pages, contact your phone service provider. Their number can be found
in this section under telephone service and repair or under the "Telephone
Companies" heading in the yellow pages of this directory.

Local & Long Distance Billing & Customer Service

Questions concerning your local or long distance telephone service should
be directed to your local or long distance service provider. Their number
can be found on the invoice they send to you, in the white pages, or under
the "Telephone Companies" heading in the yellow pages of this directory.



Yellow Book USA File #



For information on recycling your
old telephone directories
visit yellowbook.com



Yellow Book USA has created a unique partnership with Earth
911. Sponsored by Yellow Book USA, Earth 911 has a comprehensive
nationwide database that provides information on how to recycle your
old telephone directory. Earth 911 also provides complete information
on ways to recycle other products. Visit yellowbook.com for more
information or call 1-800-CLEANUP.

Once on our site, go to Company Info and click on the Directory
Information section. At the logo, simply type in your zip code to find
the nearest recycling center.

Relay Nevada

For communication between hearing, deaf, hard-of-hearing and
speech-impaired persons: available 24 hours a day.

| | |
|--|--|
| Relay | 711 |
| TTY/ASCII/HCO | 800-326-6868 |
| Voice | 800-326-6888 |
| VCO | 800-326-4013 |
| Spanish | 800-877-1219 |
| Speech To Speech (STS) | 888-326-5658 |
| 900 Services | 900-230-2300 |
| TTY/Voice/ASCII Customer Service | 800-676-3777 |
| Web Site | www.relaynevada.com |

Call Before Digging

To Locate Any Underground Utilities.

Underground Service Alert North
800-227-2600
Call 2 Working Days Before You Dig.
www.usanorth.org



**Yellow
Book USA™**

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|--------------------------------|---|
| Please rate Yellow Book | E |
| Towns covered in the Directory | |
| Community Information Pages | |
| Classified Yellow Pages | |
| Coupons | |
| Restaurant Menus | |
| Area Maps | |
| Alphabetical White Pages | |

All Sections May Not Appear in All Directories

Was your **Yellow Book** d

I have called the following a

I like Yellow Book because:

Name: _____

Address: _____

Town: _____

Phone: (____) _____

E-Mail: _____

Signature: _____

Call: 1-866-YB-YELL

or Mail to: **Yellow B**

Attn: ISC, 2560 Renaissan

Deaf, Hard of Hearing and Speech Impaired Services

How to Reach Us

"TTY only" means the telephone is answered using a Telecommunications Device for the Deaf, and communication can only be made with another TTY device.

"TTY & Voice" means that both TTY users and non-TTY users can communicate over the line.

AT&T Nevada Business Office
TTY and voice users 1-800-356-4040
AT&T Nevada Repair Service
TTY users only 1-800-228-4040

Deaf, Hard of Hearing and Speech Impaired equipment Teletypewriter (TTY), Telebraille and telephone signalers are available at no charge to qualified deaf, hard of hearing, deaf-blind and speech impaired people. This service is made possible through a surcharge on all Nevada telephone customers' monthly phone bills.

Southern Nevada Residents—Contact the Nevada Association of the Handicapped (NAH), 3100 East Lake Mead Blvd., Suite 4A, North Las Vegas, NV 89030 or call TTY: 1-702-649-9177 or Voice: 1-702-649-7085. Email address: randitdd@aol.com

Northern Nevada Residents—Contact the Northern Nevada Center for Independent Living (NNCIL), 999 Pyramid Way, Sparks, NV 89431 or call TTY/Voice: 1-775-353-3599. Email address: mrfrad.nncil@uno.com.

Telecommunications Relay Service

Dial: 711

"Relay Nevada" is a statewide service for people who are deaf, hard of hearing or speech impaired. This service is available for 24 hours per day, 365 days a year, with no restriction on length or number of calls placed. Specially trained relay agents complete all calls and stay on-line to relay messages from TTY users to voice phone users. Voice Carry Over and Hearing Carry Over services are also available. All calls are through Relay Nevada are held in strict confidence.

Calls can be made to or from anywhere in the United States.

International Calling is also provided on Relay Nevada. International Relay calls to the United States from another country can be made by dialing 1-605-224-1837.

Reaching Relay Nevada for customers in Nevada only

Dial: 711

TTY, VCO or HCO: 1-800-326-6868
Voice: 1-800-326-6868
Spanish Relay Service: 1-800-877-1219
Speech to Speech: 1-800-326-5658
900 Service: 1-900-230-2300

This service also includes optional billing to a third party, as well as collect and calling card calls. For customer service inquiries, or make comments about Relay Nevada, call 1-800-676-3777. Additional information is available at www.relaynevada.com.

This service is made possible through a surcharge on all Nevada telephone customers' monthly phone bills.

TTY Call to Non-Emergency Numbers

If your call does not require immediate fire or police or medical response, Reno and Washoe County customers with a TTY should dial 1-775-334-2154 for non-emergency fire, police, or medical assistance.

Directory Listings for TTY Users

Customers who have a TTY may include this information as a part of their directory listing at no additional charge.

Examples:

Smith, J.J.
TTY Only 555-8888

Smith, J.J.
TTY & Voice 555-8888

Exemptions from Directory Assistance and Operator Service Charges

If a disability makes it difficult for you to look up numbers in the telephone book and/or dial numbers, call the AT&T Nevada business office. You may qualify for exemption from directory assistance and/or operator service charges only from your home telephone service.

Appendix P: Copy of Telephone Bill Inserts

Appendix P.

Please reference NRS 426.295. At this time, by statute, the surcharge is not listed as a separate item, therefore I have no "sample bill".

NAC 707.020 Surcharge for program to provide devices for telecommunication to persons with impaired speech or hearing. (NRS 426.295, 703.025)

1. On or before June 1 of each year, the Commission, after an investigation and hearing, will notify each carrier of the amount of the surcharge to be assessed and collected for the period from July 1 of that year to June 30 of the next year from each of its customers for the program developed pursuant to NRS 426.295 by the Office of Disability Services within the Department of Human Resources. The surcharge will be assessed for each line of access and will be either a percentage of the basic charge for service to the customer or an equal amount for each customer in a class of customers. An intraexchange carrier may not list the surcharge as a separate item on the customer's bill unless the intraexchange carrier demonstrates to the Commission that it would be unduly burdensome to comply with this provision.

2. The Commission, upon its own motion or upon the petition of an interested person for good cause shown, will conduct a hearing to evaluate the reasonableness of the surcharge currently in effect.

3. The surcharge must be billed by each carrier to its customers on a monthly basis.

(Added to NAC by Pub. Service Comm'n, eff. 1-6-86; A by Pub. Utilities Comm'n by R010-04, 6-28-2004)